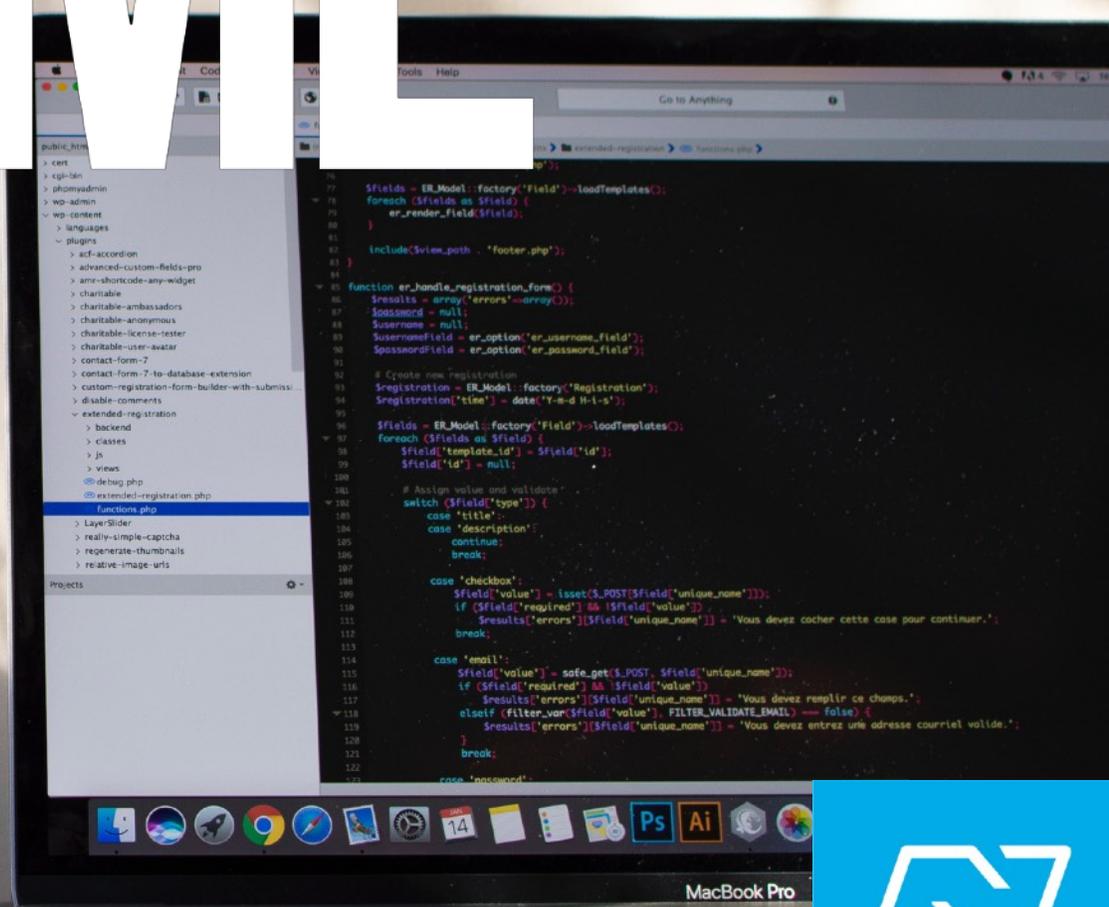


# WELCOME

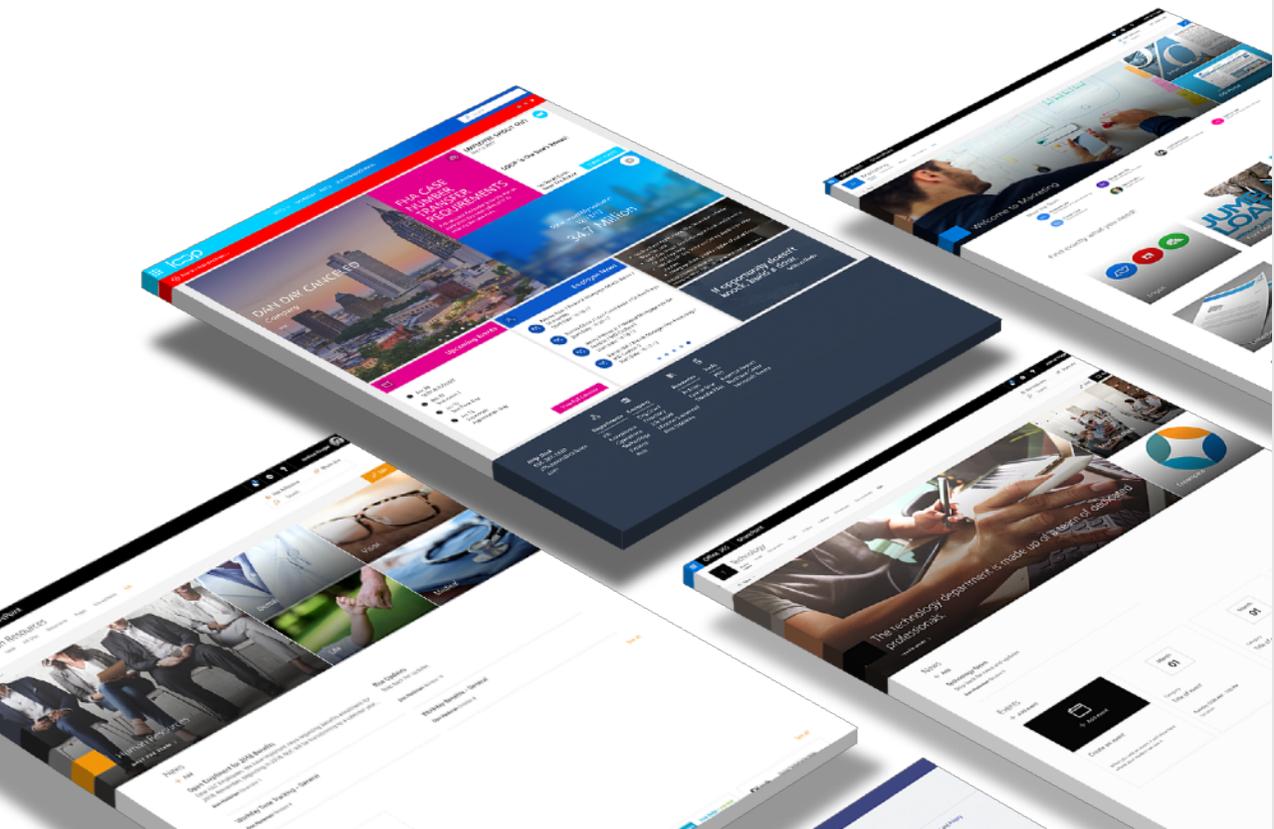
- Eric Roman – Executive Vice President of Technology
- Debbie Bour – Sr. Mgr IT Operations & Infrastructure
- Mike Brooks – IT Manager – User Services
- George Chapin – VP of Business Analytics
- Don Hackman – VP of App Dev and Cloud Infrastructure
- Susan Rzyczkycki – V.P. Project Management

- Wi-Fi = NLC\_Corp
- User name = First Initial Last Name
- Password = Your Office 365 password



loop +

Microsoft Teams





# SUPPORT IS ALWAYS AVAILABLE

Contact the Service Desk for issues,  
requests or questions

Create an incident by emailing  
[HelpDesk@nationslending.com](mailto:HelpDesk@nationslending.com) or call  
440-527-6677



# What's Supported

- Computer / Windows 10
  - Corporate Phone / Ring Central
  - Mobile device setup
  - Encompass
  - Reporting & BI
  - CRM – Surefire
  - Mobile Application – Nations go
  - Printing
  - Hardware and other troubleshooting
- 
- Create an incident by emailing [HelpDesk@nationslending.com](mailto:HelpDesk@nationslending.com) or call 440-527-6677

# Online Training / All Microsoft Applications



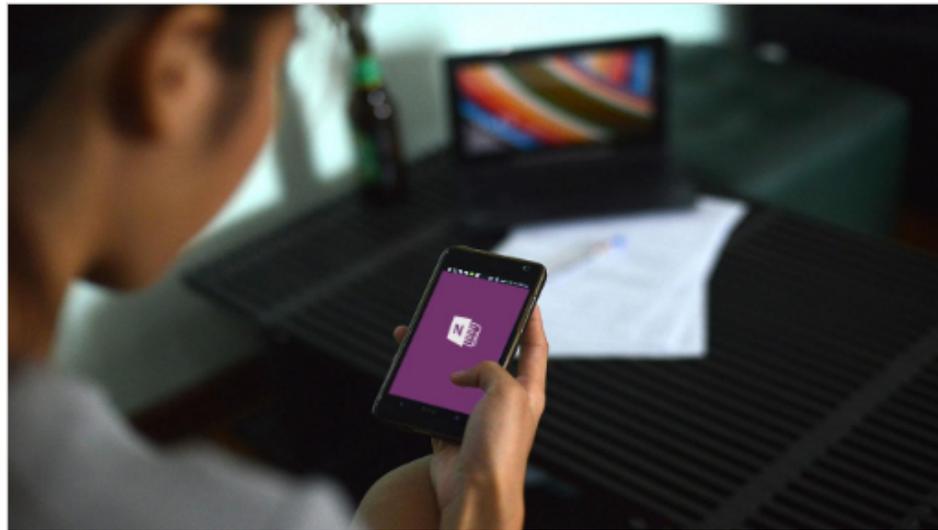
Search for skills, tips, user groups, events, etc.



GC

George Chapin

Events > Using OneNote to Organize Your World



Jan 26, 2017 - Mar 28, 2019

## Using OneNote to Organize Your World

### Available Sessions

Tue, Feb 19, 2019, 12 PM - 12:30 PM (EST)



REGISTER

In this introductory course, learn how OneNote 2016 helps you to build out a knowledgebase for yourself and for your team.

In this event you will learn how to:

- Create a Notebook
- Save Notes to the Cloud
- Organize and Search for Content

<https://app.quickhelp.com/nlcloans>

# Multi-factor Authentication



## Sign in

Email, phone, or Skype

---

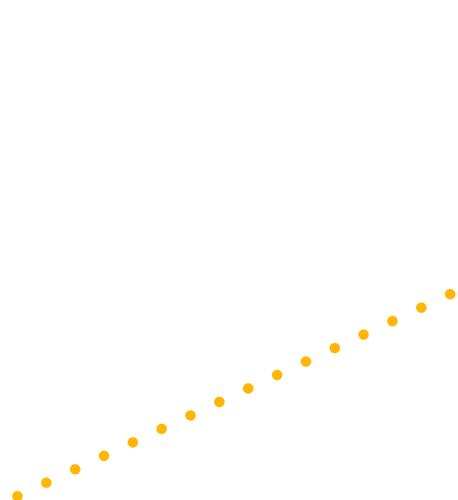
[Can't access your account?](#)

No account? [Create one!](#)

Next



## Notification Icon



RESOURCES SHAREPOINT MARKETING

Search

Notification Dismiss all

running LP. Ellie Mae is working on resolving this issue and will advise once

**EMPLOYEE ...**  
Feb 15, 2019

**Thank you for giving up some of your valuable time in your busy day to help Kuretz and I with these system issues!**

To: Jesse Tho...  
From: Nicole ...

**SUBMIT YOURS**

**February Health and Wellness: What is Your Heart Age?**  
HR  
2/18/2019 Dismiss ...

**Ref: 2.15.19 2018 W2s Are Required for All Programs Underwriting**  
2/15/2019 Dismiss ...

**UPDATED RESOURCES FOR FHA 203K Loans**  
Underwriting  
2/15/2019 Dismiss ...

**REMINDER & UPDATE: VA's New Cash Out Rule for Applications on or after February 15,2019**  
Underwriting  
2/15/2019 Dismiss ...

**VA Cash Out Refinance Process in Encompass Company**  
2/14/2019 Dismiss ...

**AWARDS**

**TOP PRODUCERS**  
Feb 19, 2019

Jeffrey Konkolewski  
4 UNITS  
\$518,769

Videos





Apps

|                 |                   |            |
|-----------------|-------------------|------------|
| ACES            | AllRegs           | AMB        |
| Audit Worksheet | Branch Insights   | CompenSa   |
| DocuSign        | Dropbox           | Five9      |
| Locations Go    | NLCU              | Office 365 |
| OnBase          | Power BI          | QuickHelp  |
| Ring            | Sales Projections | SharePoint |
| The Rule Tool   | Top of Mind       | Velocify   |

Advisor System to System is experiencing time out errors when r

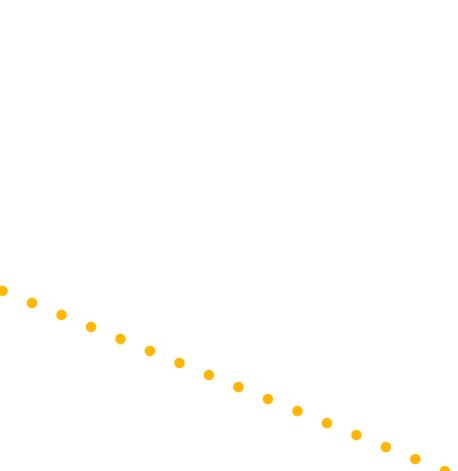
**UPDATED RE FOR FHA 20**

FHA 203k resource updated to include Requirements. As please submit cont information as early as possible. All cor be approved by Na and meet the requi

**OUR LATEST**  
Jan 31, 2019

let's Health view of Day on

**NATIONAL PROFESSIONAL TO MORT EMP**



Apps Menu

Please be advised Freddie Mac's Loan Product Advisor System to System is experiencing time out errors when running LP. Ellie M

Start typing for suggestions...



ACES



AllRegs



Audit Worksheet



Committees



Compliance



Jeff Goshert  
Chief Compliance Officer



Content Library



Howard Lee  
Vice President of Digital M...



Directory



DocuSign



Expense Report



Fannie Mae

Sub Menu



THAT  
WAS #1



Never loose another file

- If you use multiple Windows 10 PCs then OneDrive will automatically keep all these folders in sync
- <https://app.quickhelp.com/nlcloans/skillPaths/12007>

# Good evening

## Apps

Install Office



Outlook



OneDrive



Word



Excel



PowerPoint



OneNote



SharePoint



Teams



Yammer



Dynamics 365



Flow



Admin



MyAnalytics



Add-In

Explore all your apps →

## Documents

↑ Upload and open...

New

## Recommended



You recently opened this 51m ago



You recently opened this 51m ago



You + 1 other edited this Thu at 11:04 AM

Feedback

Need



# Microsoft Outlook Signature

## Change an email signature

1. Click File > Options > Mail > Signatures.
2. Click the signature you want to edit, and then make your changes in the Edit signature box.
3. When you're done, select Save > OK.

## Email Template

Search in Loop for Email Signature



Sincerely,

First Lastname

Title | NMLS# 123456



555-555-5555 | Cell  
555-555-5555 | Direct  
800-555-5555 | Toll Free ext. 5555

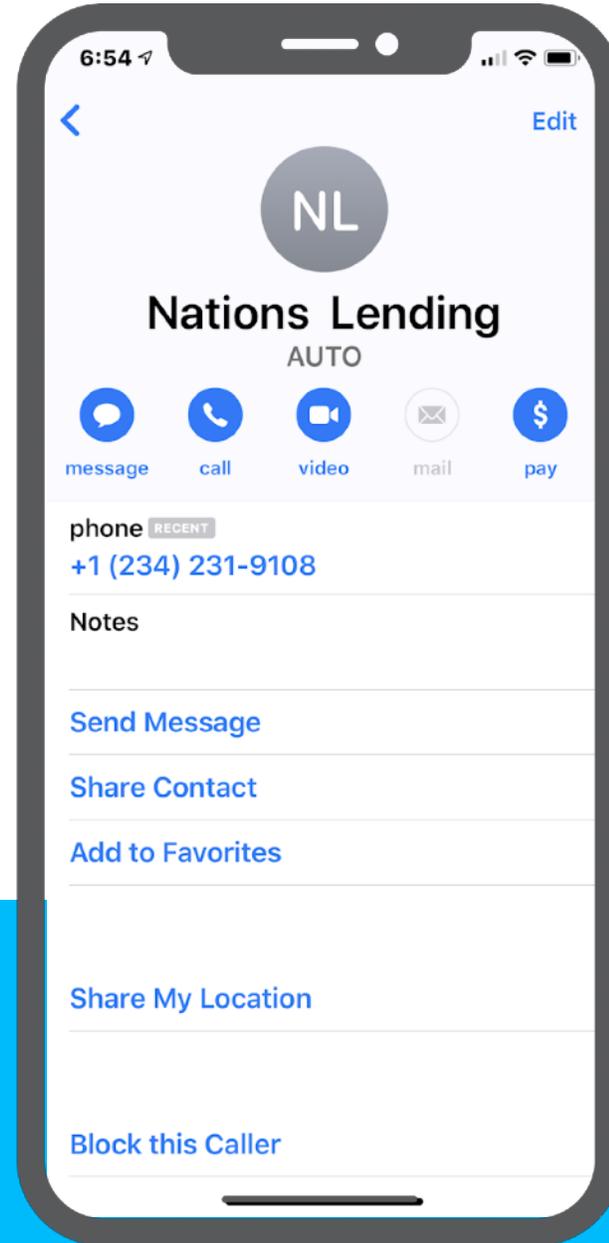
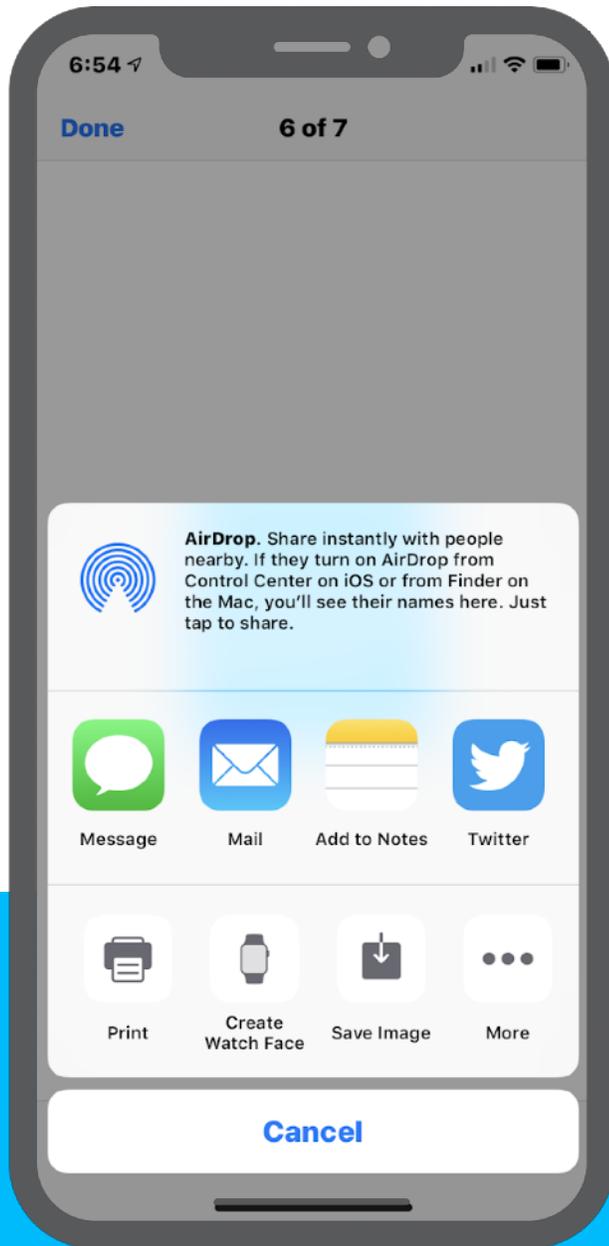
[nationslending.com](https://nationslending.com)

Branch Name | NMLS# 00000  
1234 Street Name City, State, Zipcode

->insert icons if appropriate

[Terms of Use](#) | [Privacy Policy](#) |  
[State Disclosure Requirements](#)

Nations Lending Corporation NMLS# 32416. 4 Summit Park Drive, Suite 200, Independence, OH 44131

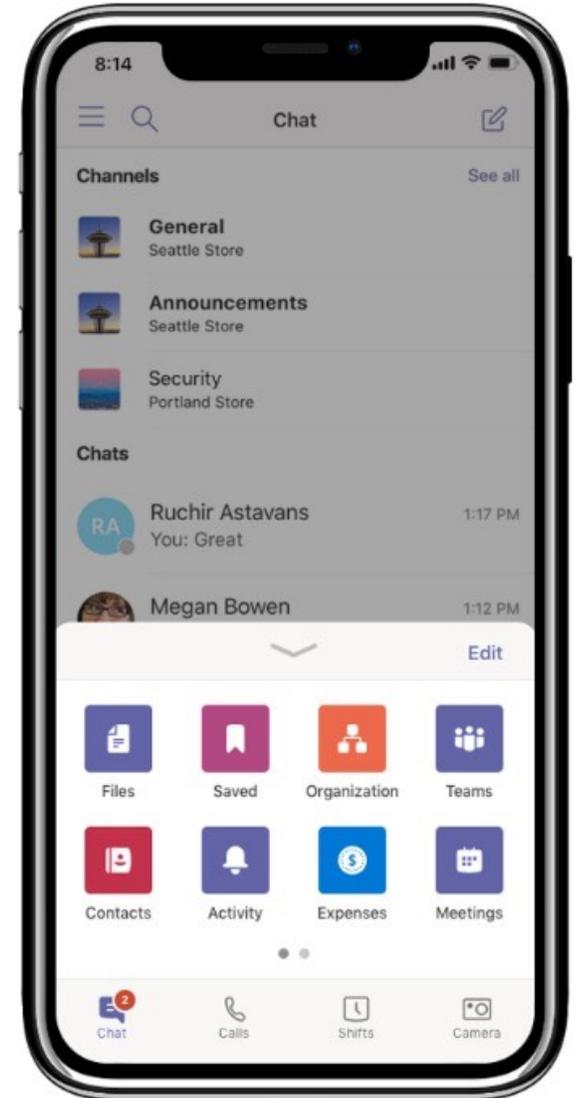
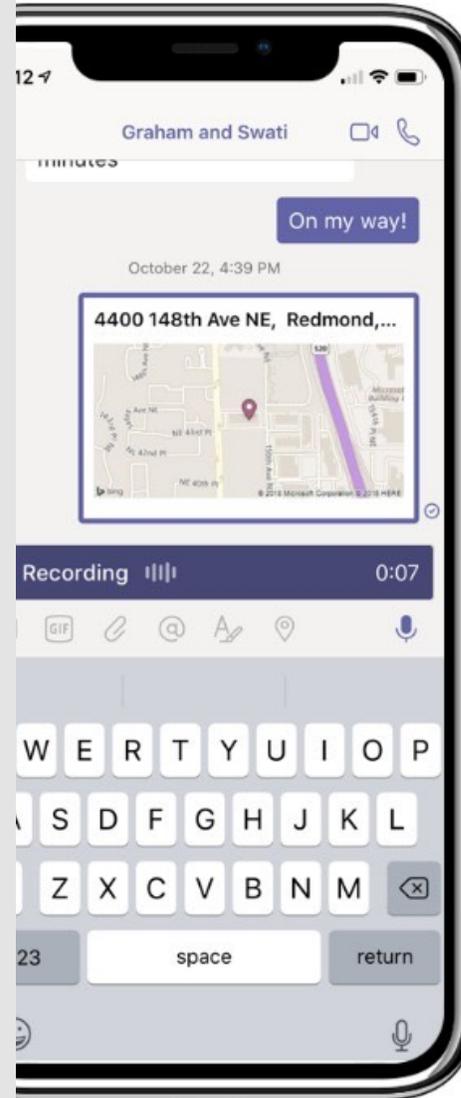


## Create Nations Smartphone Contact



## Microsoft Teams

- Internal Collaboration Software
- Use with: Manager, Team Lead, Processor, Helpdesk, Marketing
- Online Training [Link](#)
- Support: [helpdesk@nationslending.com](mailto:helpdesk@nationslending.com)
- Support: 855-282-1830



# THAT WAS #2



**RingCentral<sup>®</sup>**



Integration



# Initial Setup

## Set Up Required In Order To:

- Login to apps
- Send/Receive Faxes & Texts
- Setup/Retrieve Voicemails
- Setup call Forwarding
- Confirm Emergency Address

UPINDER SAWHNEY has added you as a user to the RingCentral business phone system.

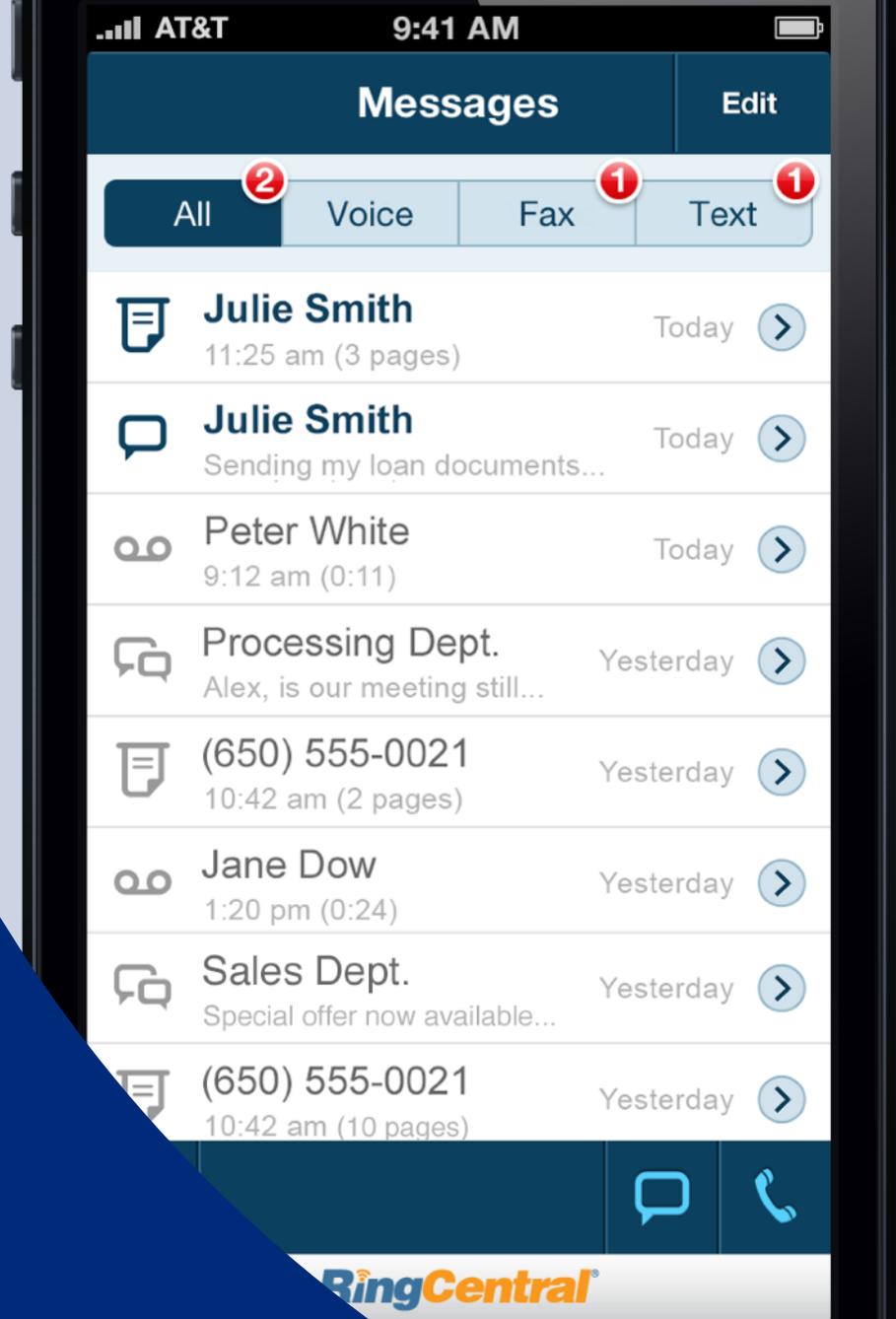
- Your company number is: (216) 487-6139
- Your extension number is: 6461
- Your email address for login is:

You can set up your account online in just a matter of minutes.

[Set Up Account](#)

# Flexibility

- Desk Phone
- Cell Phone App
- Desktop App
- Online Portal
  - Call Handling/Forwarding
  - Voicemail Greeting
  - Change Password/PIN
  - E-mail Notifications (Voicemail)



# TRAINING / SUPPORT



RingCentral Essentials (20 minutes)

☰ Modules

📄 Additional References

🏆 Achievements

The modules in this course must be completed in the order listed.

- ✓ How to Use RingCentral With Your Polycom Phone
- ✓ How to Use RingCentral for Desktop
- ✓ How to Use the RingCentral Mobile App

- Training Available on NLCU
  - [Bit.ly/rcnlcu1](https://bit.ly/rcnlcu1) – Full Training
  - [Bit.ly/rcnlcu2](https://bit.ly/rcnlcu2) – Essentials
- Service Desk
  - 440-527-6677
  - [itsupport@nationslending.com](mailto:itsupport@nationslending.com)

# QUIZ TIME



# MORE ON THE AGENDA

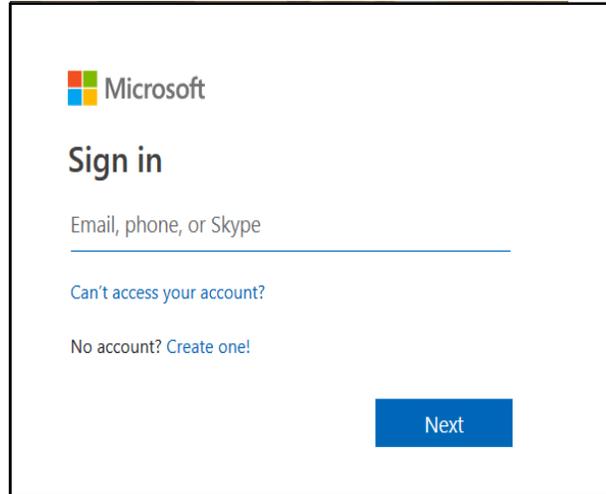


BACKUP SLIDES

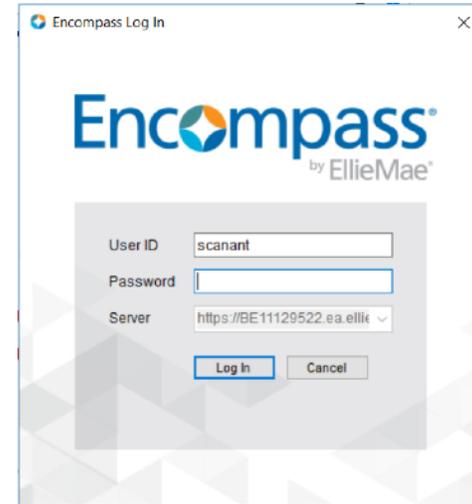
Microsoft  
Windows 10 Logon  
First Initial Last Name



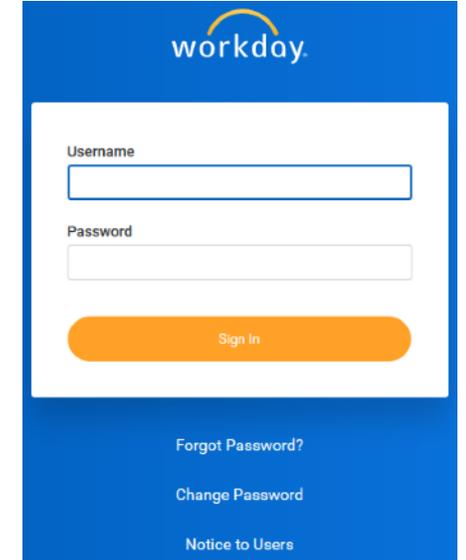
Microsoft  
Office 365 Logon  
Email Address



EllieMae  
Encompass Logon  
First Initial Last Name



Workday HR  
Workday Logon  
First Initial Last Name



**Multi-factor authentication (MFA)** is a method of authentication that requires the use of more than one verification method and adds a second layer of security to user sign-ins and transactions.

Loop x +

https://nlcloop.com

Google Zendesk SharePoint NLC Stuff Ring Central IT Info-Tech Connection W Ohgo Google Maps Amazon Azure status Web Servers Performa... VPN Project Quarantine - Security ...

SITES WORKDAY NLCU HUMAN RESOURCES SHAREPOINT MARKETING

Search

Advisor System to System is experiencing time out errors when running LP. Ellie Mae is working on resolving this issue and will advise once completed.

Apps

|   |  |  |
|---|--|--|
| <br>ACES                | <br>AllRegs         | <br>AMB                 |
| <br>Audit Worksheet     | <br>Branch Insights | <br>CompenSafe          |
| <br>DocuSign            | <br>Dropbox         | <br>Five9               |
| <br>Interaction Connect | <br>Nations Go      | <br>NLCU                |
| <br>Office 365        | <br>OnBase        | <br>Power BI          |
| <br>QuickHelp         | <br>RingCentral   | <br>Sales Projections |

Loop

NLCU

<https://nlcu.litmos.com/home/dashboard>

Quick Help

<https://app.quickhelp.com/nlcloans>

- Folder protection will offer to automatically sync your documents, pictures, and desktop folders to OneDrive to ensure a PC's important folders are backed up to Microsoft's cloud service.
- If you use multiple Windows 10 PCs then OneDrive will automatically keep all these folders in sync, which is particularly useful if you're fond of dropping important documents onto your desktop.

OneDrive for Business

<https://app.quickhelp.com/nlcloans/skillPaths/12007>